

# ZORRO RANCH SERVICE MANUAL

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## I. INTRODUCTION

This manual is designed to give you the proper guidance and assistance, to perform your duties at the best of your ability, while insuring the level of service pre-determined by owner.

You are part of a team of professionals working together to create memorable experiences for your guest internal and external. Your personal contribution to the continued success of the Ranch is not only related to your own success, but also to the success of your fellow co-workers.

Appearance is extremely important if high standards are to be maintained. It is the first impression of the Ranch, which goes a long way towards creating a favorable impression to our guests. Personal cleanliness and good presentation are of the utmost importance.

The gathering of information can be broken down into three major groups. One way of obtaining information is through the owner co-workers and employees. Another method is through observation. The last method is through written material.

It is very important that you gather as much information as possible to help you run the day to day operations of the Ranch as well as making informed decisions to insure the future success of the Ranch. This portion of your job will be performed throughout your entire shift.

The walk through is the physical act of walking through your entire section of the Ranch. There are many things to look for when you are doing your walk through, there for a checklist will be provided to aid you in this task. These include: cleanliness, maintenance issues, guest mood, music, monitors, lighting, temperature, safety issues, fauna condition, to mention a few. This portion of your job will be performed throughout your entire shift.

Stock are all the items used, perishable or non perishable that you need to meet parts of guest expectations. There are numerous stock items that must be checked and refilled daily there for a checklist will be provided to assist you complete this task. This portion of your job will be performed during evening duties.

Cleanliness adds to the atmosphere, ambiance and overall appearance of the Ranch. There are also major hygiene issues to be aware of. This portion of your job will be performed throughout your entire shift.

## **I. INTRODUCTION CONT.**

Guest focus is the part of your job that focuses on all the different techniques, which will enable you to anticipate your guest needs. You will use your communication skills; your listening skills, and observational skills which combined, will assist you in achieving this task. It is imperative that you are able to anticipate your guest needs as much as possible so you may deliver the style of service which has been predetermined. This portion of your job will be performed throughout your entire shift.

Ambiance is the mood of the Ranch. The feeling created by the decor, music, lighting, level of professionalism and overall appearance of the staff. To maintain the desired ambiance of the Ranch you should not deviate from the standards and procedures, which pertain to this concept. You must be professionals at all times.

It is crucial to maintain ongoing dialogue with all team members in the Ranch. Communication is crucial in order for you to perform your job to the best of your abilities. Communication is imperative to your success.

Check list is another method of assistance provided for you to aid you in reaching the desired level of service. The checklists provided will contain all the information needed to perform different tasks. It is used to insure that not even the smallest details will be overlooked.

## **II. STANDARDS AND PROCEDURES**

Standard and procedures are guidelines provided for staff and owner to aid you in performing each task.

The standard for each task is the minimum level of service you want to achieve for each task. The procedures are the step by step actions, which will guide you in reaching the standards.

This section of the manual will provide you with all the tasks you will need to perform. For each task that you perform there will be step by step procedure to guide you. The step by step procedures will aid you in meeting the standards that were put in place by the owner.

### **III. LIST OF DUTIES TO BE PERFORMED**

- Gathering information
- Pre-arrival preparations
- Guest airport pick-up
- Greeting guest
- Escorting guest to rooms
- Guest information (about Ranch)
- Daily inspection
- Cleanliness of Ranch
- Cleanliness of equipment
- Food preparation and delivery
- Drinks preparation and delivery
- Update guest history profile
- Stocking
- Pre-departure preparation
- General duties

## **IV. PRE-ARRIVAL PREPARATIONS STANDARDS AND PROCEDURES**

**TASK:** Pre-arrival information gathering

**STANDARD:** All information necessary to meet guest needs will be available 24 hours prior to guest arrivals

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**PROCEDURE:**

1. Attain list of all guest arrivals, including name travel itinerary and any special request 24 hours prior to arrival
2. Double check immediately upon receiving information that no changes have been made
3. If any change has occurred inform pertinent team member and rectify immediately
4. Inform all ranch personnel of upcoming events
5. Assign duties to appropriate persons

### **STANDARDS AND PROCEDURES**

**TASK:** Prepare and purchase shopping list

**STANDARD:** All required items will be purchased prior to guest arrival

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**PROCEDURE:**

1. Check in-house stock, any items below par-stock will be added to list
2. Check pre-arrival information list for any special request which may need to be purchased and add to list
3. Contact all ranch personnel to insure there are no items needed by other team members, if so add to list
4. Send appropriate person to purchase all items on list (double check with person to insure accuracy and quantity)

## STANDARDS AND PROCEDURES

**TASK:** Pre-arrival guestroom preparation

**STANDARD:** All guestrooms will appear as though the arriving guest is the first to ever stay in the room

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**PROCEDURE:**

1. Check room assignment to insure reserved rooms are prepared first
2. Check pre-arrival information list to insure any special request items are in appropriate room prior to guest arrival
3. Clean room using checklist provided

## STANDARDS AND PROCEDURES

**TASK:** Overall interior cleaning

**STANDARD:** The interior of all the homes will be organized, clean, free of dust and debris

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**PROCEDURE:**

1. Do a walk through of your assigned home and list areas which need immediate attention
2. Clean those areas first using appropriate checklist
3. Once areas of concern have been attended to continue cleaning per your weekly schedule

## STANDARDS AND PROCEDURES

**TASK:** Overall exterior cleaning

**STANDARD:** The exterior of all the homes will be organized, clean, and free of debris

---

**PROCEDURE:**

1. Do a walk through of your assigned home and list areas which need immediate attention
2. Clean those areas first using appropriate checklist
3. Once areas of concern have been attended to continue cleaning per your weekly schedule

## V. GUEST ARRIVAL PICKUP STANDARDS AND PROCEDURES

**TASK:** Picking up guest at their arrival point

**STANDARD:** All guests will have a staff member waiting for them at the appropriate terminal gate with a smile

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**PROCEDURE:**

1. Double check arrival information
2. Check number in party to insure vehicle can accommodate all arriving guest
3. If more than one vehicle is necessary make necessary arrangements
4. Prepare sign ????
5. Greet guest by name using your own name
6. Offer to carry any luggage guest has and enquirer if they have more and escort to vehicle if no additional luggage
7. Escort guest to luggage pickup area if necessary, gather luggage and escort guest to vehicle
8. Enquirer from guest if he or she would like to pick up any last minute items while in town and proceed appropriately
9. Advise guest on travel time
10. Do not engage guest in conversation unless initiated by guest (do not talk about personal information)

## VI. ESCORTING GUEST TO ROOM STANDARDS AND PROCEDURES

**TASK:** Escorting guest to room

**STANDARD:** All guests will be escorted to room and given a brief introduction to room

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### **PROCEDURE:**

1. Upon arrival gather guests belongings and escort to pre-assigned room
2. Inquire from guest where they would like their luggage and place it appropriately
3. Give guests a brief tour of room and introduce guest manual (if first time visitors)
4. Tell guest to enjoy their stay and let them know how you or one of your colleagues can be reached
5. Inquire from guest if there is any particular time they would like to be served breakfast (make appropriate arrangements)

## BREAKFAST SERVICE STANDARDS AND PROCEDURES

**TASK:** Serving breakfast to the guest

**STANDARD:** All guests will receive the breakfast of their choice at the appropriate temperature in a timely fashion

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### **PROCEDURE:**

1. Pre make coffee and heat tea water at 6 am if guest are not down within 30 minutes dump and make new pot
2. Pre-set table for the amount of guest present according to diagram provided
3. As guest arrive inquire whether they would like coffee tea juice etc.
4. Inquire from guest if they have any allergic reactions to any specific foods
5. Take the guest breakfast order and inquire if they would like to wait for the remaining guest (if applicable) and cook orders as requested
6. Deliver food orders from the right when possible and clear from the left
7. Clean breakfast area and kitchen to standard

## **HOME CLEANING STANDARDS AND PROCEDURES**

**TASK:** Cleaning the guest bedrooms

**STANDARD:** All guestrooms will appear as though the arriving guest is the first to ever stay in the room

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**PROCEDURE:**

1. When possible as guest are eating breakfast proceed to guest rooms
2. Clean each room using appropriate checklist

## LUNCH SERVICE STANDARDS AND PROCEDURES

**TASK:** Serving lunch to the guest

**STANDARD:** All guests will receive lunch at the appropriate temperature in a timely fashion

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### **PROCEDURE:**

1. Decide on menu, inquire from guest if they are vegetarian etc and if they are allergic to any foods
2. Pre-set table for the amount of guest present according to diagram provided (buffet, sit down indoors outdoor etc.)
3. As guest arrive inquire their choice of drink and deliver
4. Deliver food orders from the right when possible and clear from the left after all guest have finished eating
5. Clean lunch area and kitchen to standard

## DINER SERVICE STANDARDS AND PROCEDURES

**TASK:** Serving diner to the guest

**STANDARD:** All guests will receive diner at the appropriate temperature in a timely fashion

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### **PROCEDURE:**

1. Decide on menu, inquire from guest if they are vegetarian etc and if they are allergic to any foods
2. Pre-set table for the amount of guest present according to diagram provided (buffet, sit down indoors outdoor etc.)
3. As guest arrive inquire their choice of drink
4. Deliver food orders from the right when possible and clear from the left
5. Clean diner area and kitchen to standard

## **HOME CLEANING STANDARDS AND PROCEDURES**

**TASK:** cleaning the main house

**STANDARD:** the interior and exterior of the main house will be clean at all times

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**PROCEDURE:**

1. Using your daily cleaning list commence cleaning
2. Use appropriate chemicals for the different surfaces

## **STANDARDS AND PROCEDURES**

**TASK:** cleaning the Bunkhouse

**STANDARD:** the interior and exterior of the Bunkhouse will be clean at all times

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**PROCEDURE:**

1. Using your daily cleaning list commence cleaning
2. Use appropriate chemicals for the different surfaces

## **STANDARDS AND PROCEDURES**

**TASK:** cleaning the Lodge

**STANDARD:** the interior and exterior of the Lodge will be clean at all times

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**PROCEDURE:**

1. Using your daily cleaning list commence cleaning
2. Use appropriate chemicals for the different surfaces

## **STANDARDS AND PROCEDURES**

**TASK:** cleaning the Log cabin

**STANDARD:** the interior and exterior of the Log cabin will be clean at all times

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**PROCEDURE:**

1. Using your daily cleaning list commence cleaning
2. Use appropriate chemicals for the different surfaces

## **GENERAL DUTIES STANDARDS AND PROCEDURES**

**TASK:** Greeting the guest

**STANDARD:** All guests will be greeted by all staff members upon every encounter

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**PROCEDURE:**

1. Greet guest using name
2. Always address Mr. Epstein as "Mr. Epstein"
3. Always address Ms. Maxwell as "Ms. Maxwell"
4. Address all other guest by last name unless specified otherwise by guest or Mr. Epstein or Ms. Maxwell

## **STANDARDS AND PROCEDURES**

**TASK:** Daily inspection

**STANDARD:** Prior to commencing your day you will inspect your work area for any issues that need immediate attention

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**PROCEDURE:**

1. Begin your daily inspection at the entrance of the home and make your way around entire house
2. Use inspection checklist provided to insure no details have been overlooked

## STANDARDS AND PROCEDURES

**TASK:** Guest history profile

**STANDARD:** At the end of each guest visit, the guest history profile will be updated

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**PROCEDURE:**

1. From the arrival of each guest keep notes on all preferences mentioned by the guest
2. Communicate all guest preferences to all pertinent staff members so guest does not have

## **CHECK LIST**

Check list to be used (but not limited to)

## **CLEANING CHECKLIST**

Cleaning checklist will include (but not be limited to)

## **PAR-STOCK CHECKLIST**

Par-stock checklist will include (but not be limited to)

## ORDER LIST